

Administrative Vendor - Performance Report July 2007

Major Risk Medical Insurance Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Eligibility determination of complete applications within ten (10) calendar days after receipt, as long as enrollment cap is not in effect.	100%	100%	523 out of 523 applications
Notification within 10 days of disenrollment at 36 consecutive months of enrollment in accordance with AB1401, if applicable.	100%	100%	146 out of 146 disenrolled subscribers
MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate.	3.0%	0%	0 blocked out of 8,153 calls attempted*
MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate.	3.0%	0.8%	67 abandoned calls out of 8,153 incoming calls*
MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice.	85.0%	90%	7,341 calls answered in 25 seconds out of 8,153 calls received*

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.